



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**McLeodUSA Telecommunications Services, L.L.C.**  
**PAETEC Business Services**  
**for quarter ending September 30, 2009**

| <b>Out of Service More Than 24 Hours</b>   | <b>July</b> | <b>September</b> | <b>September</b> | <b>Totals</b> |
|--|-------------|------------------|------------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$15.13     | \$1.43           | \$22.36          | \$38.92       |
| B. Number of credits issued for repairs - 24 - 48 hours                                    | 2           | 1                | 3                | 6             |
| C. Number of credits issued for repairs - 48 - 72 hours                                    | 1           | 0                | 1                | 2             |
| D. Number of credits issued for repairs - 72 - 96 hours                                    | 0           | 0                | 0                | 0             |
| E. Number of credits issued for repairs - 96 - 120 hours                                   | 0           | 0                | 0                | 0             |
| F. Number of credits issued for repairs > 120 hours  | 0           | 0                | 0                | 0             |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 6           | 6                | 7                | 19            |
| H. Number of customers receiving alternate phone service rather than receiving a credit    | 3           | 2                | 2                | 7             |

| <b>Failure to Install Basic Local Exchange Service</b>                                     | <b>July</b> | <b>September</b> | <b>September</b> | <b>Totals</b> |
|--|-------------|------------------|------------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$0.00      | \$0.00           | \$25.00          | \$25.00       |
| B. Number of installations after 5 business days   | 0           | 0                | 1                | 1             |
| C. Number of installations after 10 business days  | 0           | 0                | 0                | 0             |
| D. Number of installations after 11 business days  | 0           | 0                | 0                | 0             |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 5           | 5                | 4                | 14            |
| F. Number of customers receiving alternate phone service rather than receiving a credit    | 0           | 0                | 0                | 0             |

| <b>Missed Appointments</b>   | <b>July</b> | <b>September</b> | <b>September</b> | <b>Totals</b> |
|--|-------------|------------------|------------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$0.00      | \$0.00           | \$25.00          | \$25.00       |
| B. Number of customers receiving credits   | 0           | 0                | 1                | 1             |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0           | 0                | 0                | 0             |

**Comments**